

BEACON Support Team (BST) Sponsor Meeting

November 28, 2006

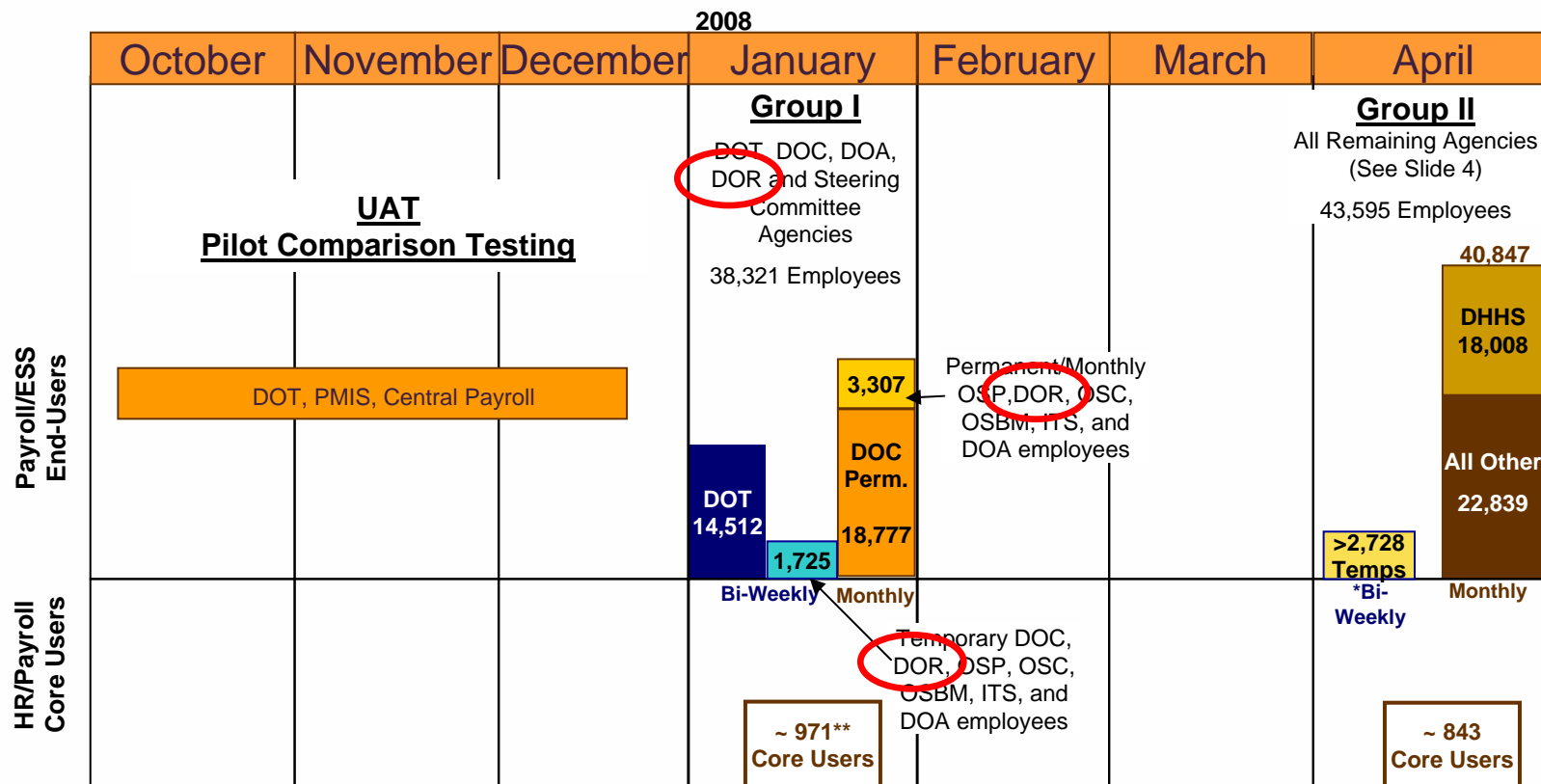
Agenda

- Project Update and Deployment Schedule
 - Lowell Magee
- Leadership Activities
 - Edward Brodsky
- Training Strategy Update
 - Shirley Patterson and Bob Fritz
- Change/Workforce Transition Agents Update
 - Libby Williams
- Communications Update
 - Tyler Jones
- Upcoming Project Activities
 - Chris Loso
- Questions and Answers

Project Update

Updated Rollout Strategy

- Department of Revenue moved to Group 1 – January 2008 Go-Live



*Note: Bi-weekly stakeholders includes agency temporary staff – includes bi-weekly/semi-monthly payrolls

**Note: DOT training number currently being validated

Deployment Group I Agencies (Jan. 2008)

Agency	Core HR/ Payroll Staff	Permanent/ ESS	Temp Employees
Dept. of Administration/Lt. Governor	6	862	490
Office of State Controller	13	94	4
Office of State Personnel	91	98	8
Governor's Office/Office of State Budget & Mgmt	8	119	11
Information Technology Services	8	424	3
Dept. of Revenue	14	1,710	351
Department of Correction	78	18,777	858
Department of Transportation	753	13,486	1,026
Totals	971	35,570	2,751
Total Employees in Rollout			38,321

*Note: Numbers are estimated and subject to change

Deployment Group II Agencies (April 2008)

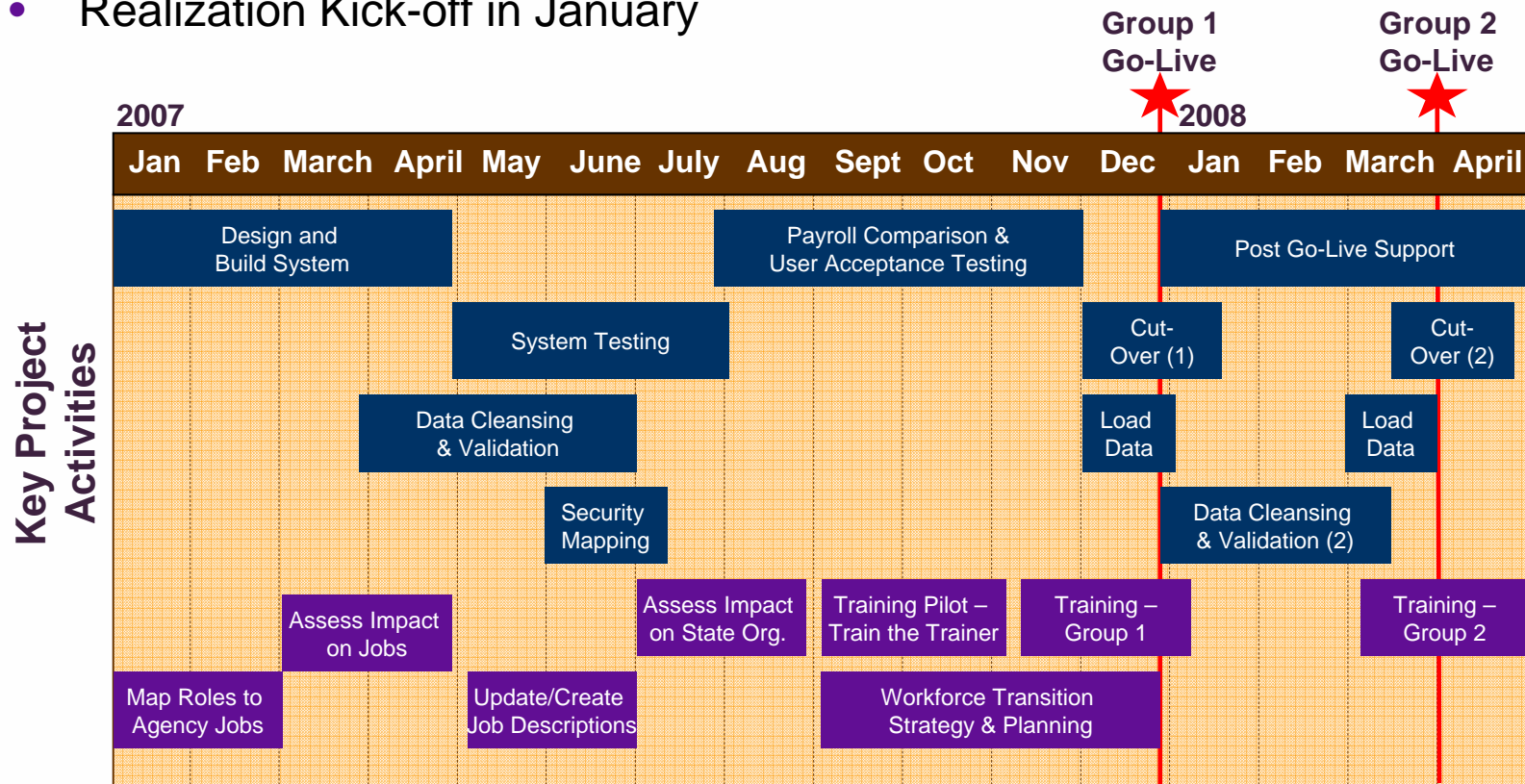
Agency	Core	ESS	Temp
Administrative Office of the Courts	30	5,863	119
Dept. of Agriculture	36	1,260	172
Dept. of Commerce	21	739	20
Dept. of Crime Control & Public Safety	18	2,687	99
Dept. of Cultural Resources	20	749	286
Dept. of Environ. & Natural Resources	109	3,557	>310
Dept. of Insurance	5	386	3
Dept. of Justice	13	1,198	53
Dept. of Juvenile Justice	46	1,752	94
Dept. of Labor	7	405	7
Dept. of Public Instruction	7	527	74
Office of Secretary of State	6	159	1

Agency	Core	ESS	Temp
Dept. of State Treasurer	7	313	22
Dept. of Health & Human Services	451	18,008	1,084
Employment Security Commission	4	1,883	302
General Assembly/Fiscal Research	33	-	-
NC Education Lottery Commission	6	144	16
NC Housing Finance	2	101	0
NC Community College System	6	175	4
Office of Administrative Hearings	1	39	12
Office of State Auditor	5	178	2
State Board of Elections	2	47	0
State Health Plan	2	23	0
Wildlife Resource Commission	6	654	48
Totals	843	40,867	2,728
Total Employees in Rollout			43,595

*Note: Numbers are estimated and subject to change

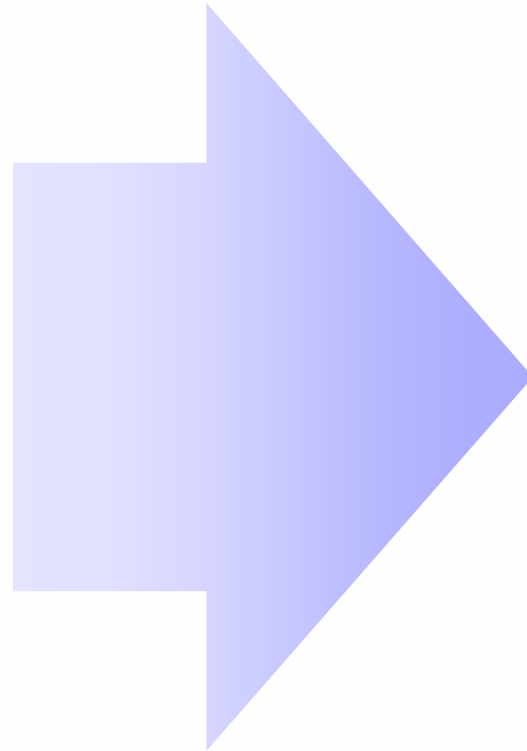
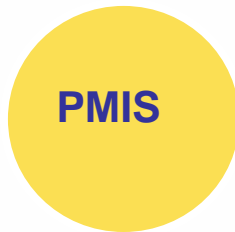
Project Update – Realization Kick-off

- Blueprint Phase to be Complete 12/22/2006
- Realization Kick-off in January

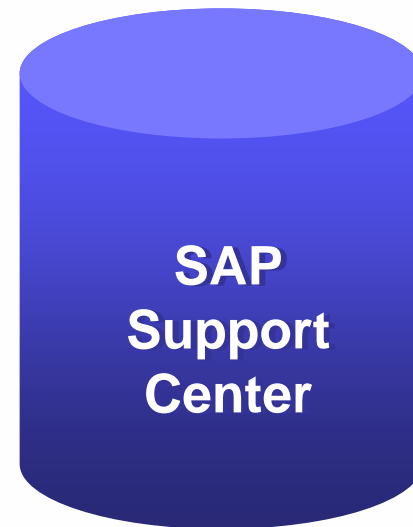


SAP Support Center Update

Existing Support Centers...



..Future Support Center?



Leadership Action Plan

Definition of Change Leadership

**ONE VISION
ONE VOICE**



- Change leadership is crucial to the successful implementation of the BEACON HR/Payroll Project and realization of its business objectives
- It involves setting direction, demonstrating personal resolve for change and influencing others to give their support and commitment

Organizational Leadership Risks

Change Challenges Identified:

- The scale of the project and large number of state organizations affected by the changes will require the BEACON HR/Payroll Project to **develop a strategic approach to leadership alignment**
- Past state projects have had **dual leadership** and sponsorship which has often led to misalignment of issues; the BEACON HR/Payroll Project is led by a Steering Committee with sponsorship by OSP and OSC
- **Leadership support** for the BEACON HR/Payroll Project **varies by state organization**; leadership support is higher in larger organizations and lower in smaller organizations
- **State leaders have not played an active role** in communicating about the BEACON HR/Payroll Project to their employees
- The BEACON HR/Payroll Project system and process changes will impact numerous state employees; **visible leadership support** is needed to address fears pertaining to identified job role changes

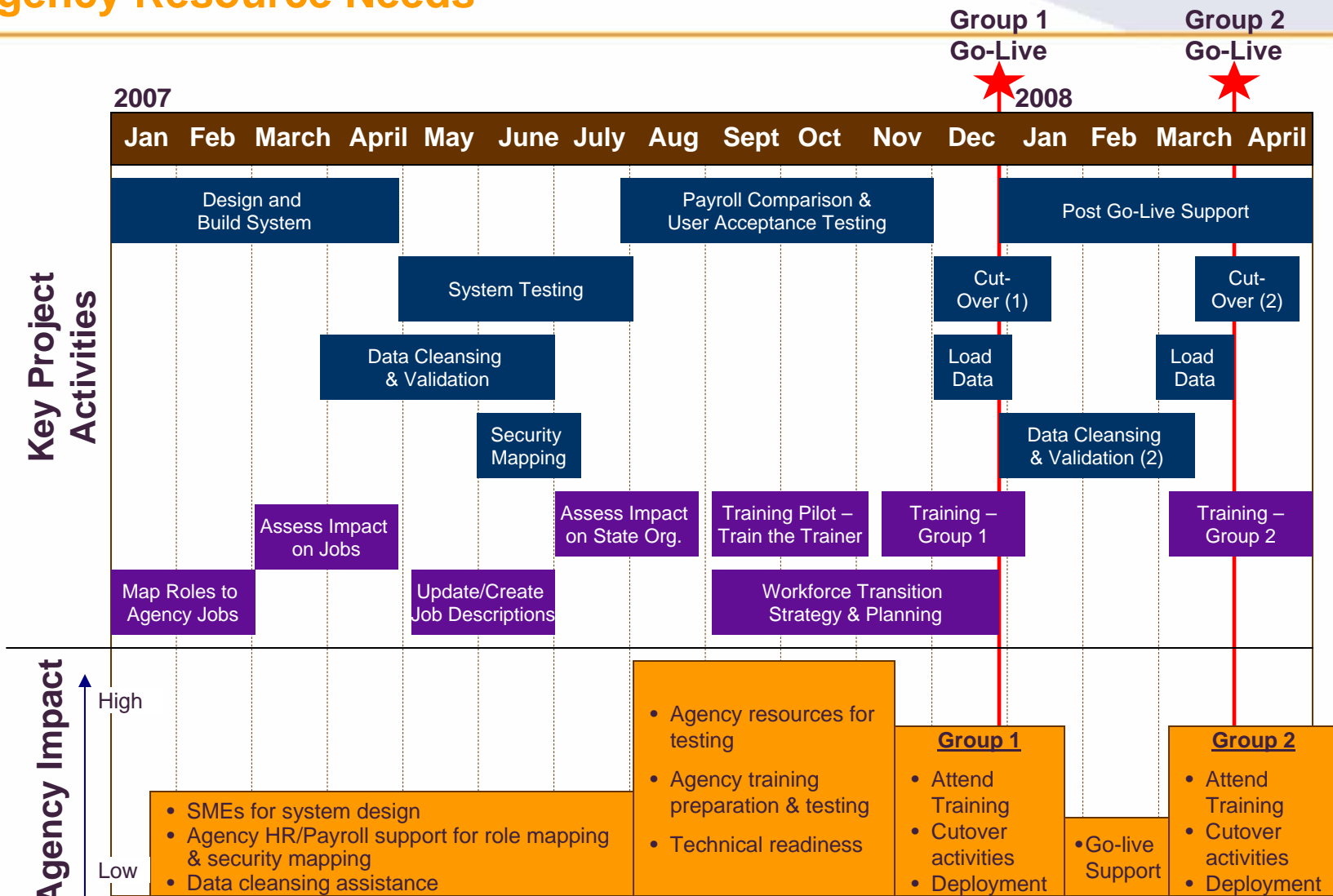
Supporting Comments:

- **“Lack of support from agency leadership will hurt the project – you need to help them understand the importance of this initiative.”**
- **“Agency leaders need to support the project and help get the resources needed to make the BEACON HR/Payroll Project a success.”**
- **“Make sure agency leadership is involved with the project; they need to support the changes that are going to take place.”**
- **“Engage leadership at each agency to carry the mantra. Eliminate mixed messages.”**
- **“Keep agency leadership informed and hold them accountable for communicating about the BEACON Project within their respective agencies.”**
- **“Make sure we have a strong Steering Committee to keep things on track.”**

Agency Leader Action Plans

- Robert Powell and Gwen Canady scheduling meetings with agency secretaries/commissioners through early January
- Purpose
 - Structured approach to leadership coaching:
 - Clarifies leadership role requirements
 - Identifies and leverages personal strengths on behalf of the project
 - Results in one-on-one action planning contracts
- Topics
 - Project update – scope and timeline
 - Agency resource needs
 - Leadership support and key messages
 - Leadership memoranda

Agency Resource Needs



Training Strategy Update

BEACON Training Assessment Data Collection

- Meet with Key Users and Agency Leads
- Analyze SAP transaction data
- Conduct end-user surveys
- Review existing training materials
- Interview IT management
- HR Data – employee and job information
- Other state projects – lessons learned

BEACON Training Assessment

User Analysis / Profile

- + Curriculum
- + Course Standards
- + Logistics Assessment
- + Deployment Plan
- + Facilities Plan
- + Tools Assessment
- + Resource / Staffing Requirements

Training Strategy (by mid-December)



Training Agents by Agency

Administrative Office of the Courts
Cindy Bizzell, Steve Hutson

Dept. of Administration
Elaine Barnes, Cathy Green

Dept. of Agriculture & Consumer Services
Mary Gilliam, Pam Taylor

Dept. of Commerce
Terry Bell

Dept. of Corrections
Kathy Reitzel

Dept. of Crime Control & Public Safety
Terri Butler

Dept. of Cultural Resources
Elaine Beck

Dept. of Environment & Natural Resources
Rita Richardson

Dept. of Health and Human Services
Barb Kunz, Mary Kendall

Dept. of Insurance
Tami Luckwaldt, Felicia Burnside

Dept. of Justice
Alan Sanders

Dept. of Juvenile Justice & Delinquency Prevention
Sylvia Williams

Dept. of Labor
Becky Brown

Dept. of Public Instruction
Jack Stone

Dept. of Revenue
Lora Coleman

Dept. of the Secretary of State
Bruce Garner

Dept. of the State Treasurer
Stephanie Beard

Dept. of Transportation
Angela Faulk

Employment Security Commission
Larry James

Information Technology Services
Linda Levine

NC Education Lottery
Margaret Bode

NC Housing Finance
Diane Kiel

Office of State Budget & Mgmt
Ursula Hairston

North Carolina Community College System
Jane Phillips

Office of Administrative Hearings
Arlo Lund

Office of State Personnel
Kris Micholoski

Office of the State Auditor
Charles Duckett

Office of the State Controller
Terry Senter

State Board of Elections
Johnnie Mclean

State Health Plan
Gwen Tann

Wildlife Resources Commission
Eli Warren

NC School of Science & Math
Linda Pickett

NC School for the Arts
Walter Harris

Change/Workforce Transition Agents Update

Change/Workforce Transition Agent Update

- The on-boarding workshops will be held on Wednesday, December 6th at the Bush Street BEACON office. Invitations have already been sent out to Change/Workforce Transition agents
- Two sessions will be held:
 - 8:30am - 11:00am
 - 1:30pm - 4:00pm
- Courtesy invites have been sent to Agency HR directors



Change/Workforce Transition Agents by Agency

Administrative Office of the Courts
Margaret Wiggins

Dept. of Administration
Elaine Barnes

Dept. of Agriculture & Consumer Services
Ben Harward

Dept. of Commerce
Shannon Hobby

Dept. of Corrections
Mary Stephenson, George Hedrick

Dept. of Crime Control & Public Safety
Meredith Weinstein, Shawnda Brown

Dept. of Cultural Resources
Mollie Schnell

Dept. of Environment & Natural Resources
Joe Stroup

Dept. of Health and Human Services
Paula Woodhouse, Judy Gay

Dept. of Insurance
Ronnie Condrey

Dept. of Justice
Alan Sanders

Dept. of Juvenile Justice & Delinquency Prevention
Linda Washington

Dept. of Labor
Nancy Lipscomb

Dept. of Public Instruction
Jack Stone

Dept. of Revenue
Frank Rogers

Dept. of the Secretary of State
Bruce Garner

Dept. of the State Treasurer
Rhonda Langston, Stephanie Beard

Dept. of Transportation
Herbert Henderson, Angela Faulk, Kathi Johnson

Employment Security Commission
Anne Lasley

Information Technology Services
Pam Frazier

NC Education Lottery
Anna Clayton

NC Housing Finance
Diane Kiel

Office of State Budget & Mgmt
Ursula Hairston, Kay Radford

North Carolina Community College System
Jane Phillips, Alice L. Smith

Office of Administrative Hearings
Elsie Underhill, Camille Winston

Office of State Personnel
Brenda Warburton

Office of the State Auditor
James Forte

Office of the State Controller
Jan Fjeldsted

State Board of Elections
Johnnie McLean

State Health Plan
Gwen Tann

Wildlife Resources Commission
Carol Batker

NC School of Science & Math
Germaine Brewington

NC School for the Arts
Beth Cox

Communications Update

Communication Agent Messages- Group 1

TIMEFRAME- 2007 & 2008	Key Themes/Messages- Core Users	Key Themes/Messages- General Employees
November/ December 2006	<ul style="list-style-type: none"> • Deployment Schedule • Scope Update 	<ul style="list-style-type: none"> • What is BEACON? • What is SAP? • What is ERP?
January/February 2007	<ul style="list-style-type: none"> • Blueprinting Complete • Information on Realization Phase 	<ul style="list-style-type: none"> • Project Scope • Project Timeline
March/April 2007	<ul style="list-style-type: none"> • System Benefits (WOWs) • WIIFM? 	<ul style="list-style-type: none"> • What is ESS? • Benefits of BEACON?
May/June 2007	<ul style="list-style-type: none"> • Testing Needs, Information, and Agency Participation • High level Job/Role Changes/Information 	<ul style="list-style-type: none"> • Additional ESS Information • Unique employee identifier
July/August 2007	<ul style="list-style-type: none"> • Training Information and Needs • Additional Job/Role Changes Information 	<ul style="list-style-type: none"> • ESS information • Training Information
September/October 2007	<ul style="list-style-type: none"> • Specific Job/Role Change Information • Additional Training Information 	<ul style="list-style-type: none"> • BEACON is coming reminder
November/December 2007	<ul style="list-style-type: none"> • Go-Live Expectations/Information • Organizational Readiness information • HR/Payroll Training 	<ul style="list-style-type: none"> • Training • Go-Live Information
February/March 2008	<ul style="list-style-type: none"> • Share Project Success Information 	<ul style="list-style-type: none"> • Share Project Success Info

Communication Agent Messages- Group 2

TIMEFRAME- 2007 & 2008	Key Themes/Messages- Core HR/Payroll Users	Key Themes/Messages- General Employees
November/December 2006	<ul style="list-style-type: none"> • Deployment Schedule • Scope Update 	<ul style="list-style-type: none"> • What is BEACON? • What is SAP? • What is ERP?
January/February 2007	<ul style="list-style-type: none"> • Blueprinting Complete • Information on Realization Phase 	<ul style="list-style-type: none"> • Project Scope • Project Timeline
March/April 2007	<ul style="list-style-type: none"> • System Benefits (WOWs) • WIIFM? 	<ul style="list-style-type: none"> • What is ESS? • Benefits of BEACON?
May/June 2007	<ul style="list-style-type: none"> • Testing Needs, Information, and Agency Participation • High level Job/Role Changes/Information 	<ul style="list-style-type: none"> • Additional ESS Information
July/August 2007	<ul style="list-style-type: none"> • Additional Job/Role Changes Information 	<ul style="list-style-type: none"> • ESS Information • Training Information
September/October 2007	<ul style="list-style-type: none"> • Specific Job/Role Change Information • Training Information and Needs 	<ul style="list-style-type: none"> • BEACON is coming reminder
November/December 2007	<ul style="list-style-type: none"> • Additional Training Information • Go-Live Expectations/Information 	<ul style="list-style-type: none"> • ESS Training • Go-Live Information
February/March 2008	<ul style="list-style-type: none"> • Organizational Readiness information • HR/Payroll Training 	<ul style="list-style-type: none"> • Share Project Success Info

Revised Scorecard

Monthly Communications		November/December					January/February					March/April					COLOR CODES											
DUE DATE		10/31/06		11/01/06	Agency Communications					11/01/07	02/28/07	Agency Communications																
AGENCY	ACTIVITY	Communicatio Agent Meeting	Communications Team In Person Meetings	Communicatio Agent Meeting	OVERALL	Emails/Memos	Web Communications	Newsletters (if applicable)	Agency /departmental Meetings	Fliers/Posters	Communicatio Agent Meeting	Communicatio Agent Meeting	OVERALL	Emails/Memos	Web Communications	Newsletters (if applicable)	Agency /departmental Meetings	Fliers/Posters	Communicatio Agent Meeting	OVERALL	Emails/Memos	Web Communications	Newsletters (if applicable)	Agency /departmental Meetings	Fliers/Posters	White - Not begun	Silver - Complete	Tan - Delayed
GROUP 1 AGENCIES																												
Department of Admin./Lt. Governor's Office																												
Office of the State Controller																												
Office of State Personnel																												
Office of State Budget & Mgmt./Gov's Office																												
Information Technology Services																												
Department of Revenue																												
Department of Transportation																												
Department of Correction																												
GROUP 2 AGENCIES																												
Administrative Office of the Courts																												
Crime Control & Public Safety																												
Department of Agriculture																												
Department of Commerce																												
Department of Cultural Resources																												
Dept. of Environment & Natural Rances																												
Dept. of Health & Human Services																												
Department of Insurance																												
Department of Justice																												
Dept. of Juvenile Justice & Delinq. Prev.																												
Department of Labor																												
Department of Public Instruction																												
Employment Security Commission of NC																												
NC Education Lottery																												
NC Community College System																												
NC Housing Finance Agency																												
Office of Administrative Hearings																												
Office of the State Auditor																												
Department of the Secretary of State																												
State Board of Elections																												
Department of State Treasurer																												
Wildlife Resources Commission																												
NC School of Science & Math																												
NC School of the Arts																												
State Health Plan																												
Overall Scorecard Scoring																												
Number green		27	18		23			0						0											0			
Percentage green		77%	51%	0%	66%	0%	0%	0%	0%	0%			0%	0%	0%	0%	0%	0%	0%				0%	0%	0%	0%		
Green - Information Request Completed/Communication Delivered Yellow-Communication has been scheduled Red-Request was denied, waiting past 8 bus green pt Black-Communication address scheduled/communication denied																												

Upcoming Project Activities

Upcoming Project Activities

What do we need from you?

- Start addressing resource issues
- Communicate BEACON HR/Payroll Project information to agencies
- Send the updated Training Agent contact information to Shirley.Patterson@ncosc.net
- Examine BST Scorecard information to determine areas that need to be addressed

Upcoming Project Activities

What can you expect from us?

- Facilitate on-boarding workshop for the Change/Workforce Transition Agents
- Schedule training agent interviews
- Present a high level project plan and Blueprint findings

Questions?



Upcoming BST Sponsor Meetings

Date	Time
Tuesday, January 23, 2007	10 am – 11 am
Tuesday, February 20, 2007	10 am – 11 am
Tuesday, March 20, 2007	10 am – 11 am
Tuesday, April 17, 2007	10 am – 11 am

Check out the BEACON HR/Payroll Project website at:

www.beacon.nc.gov



BEACON HR/Payroll Project Resources

If you have any questions pertaining to the BSTs, communications, or change activities please contact:

- **Edward Brodsky**
Team Lead
edward.brodsky@ncosc.net
Phone: 919-431-6520
- **Shirley Patterson**
Training Lead
shirley.patterson@ncosc.net
Phone: 919-431-6626
- **Tyler Jones**
Communications Lead
tyler.jones@ncosc.net
Phone: 919-431-6523
- **Libby Williams**
Change/Workforce Transition Lead
libby.williams@ncosc.net
Phone: 919-431-6623